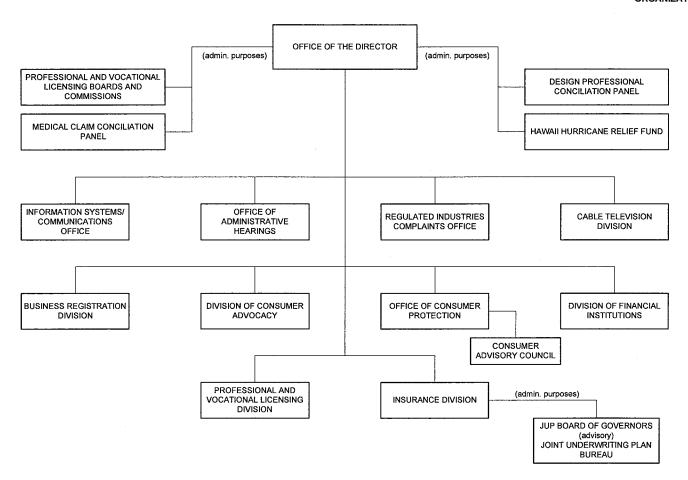


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## STATE OF HAWAII DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS ORGANIZATION CHART



## DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS MAJOR FUNCTIONS

- Develops standards relating to the licensing of and general supervision over the conduct of financial institutions, professions, businesses, trades, and insurance companies.
- Grants or denies the issuance professional, business and trade licenses; directs investigations, holds hearings, and suspends, revokes or reinstates licenses; makes, amends or repeals such rules and regulations deemed proper to fully effectuate the provisions of the laws within the Department's scope and jurisdiction.
- Represents, protects, and advances the interest of consumers of utility services; conducts investigations; assists and cooperates with Federal, State, and local agencies to protect the consumer's interests in the public utilities fields.

- Coordinates consumer protection activities in the State; conducts investigations, research, and enforces laws, rules, an regulations in the area of consumer protection; provides consumer education services and programs.
- Administers the laws of the State relating to corporations; partnerships; sales of securities; registration of trademarks, tradenames, prints and labels; miscellaneous business registrations; financial institutions; and the insurance industry; provides advice on business formation.
- Ensures that subscribers are provided with cable communication services which meet acceptable standards of quality, dependability, and fair rates; establishes technical standards of performances; maintains surveillance over filed rates, charges, terms, and conditions of services; and monitors the operations and management of cable television operators.

#### **MAJOR PROGRAM AREAS**

The Department of Commerce and Consumer Affairs has programs in the following major program area:

Individual	Rights	Consumer P	rotection
Consumer Pi	otection/Business Regulation	CCA 103	Consumer Advocate for Communication,
CCA 102	Cable Television		Utilities, and Transportation Services
CCA 104	Financial Institution Services	CCA 110	Office of Consumer Protection
CCA 105	Professional and Vocational Licensing	CCA 112	Regulated Industries Complaints Office
CCA 106	Insurance Regulatory Services	General Sup	<u>port</u>
CCA 111	Business Registration and Securities Regulation	CCA 191	General Support

# DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS Department Summary

#### **Mission Statement**

To fairly regulate business, while ensuring consumer protection in commercial transactions in Hawaii.

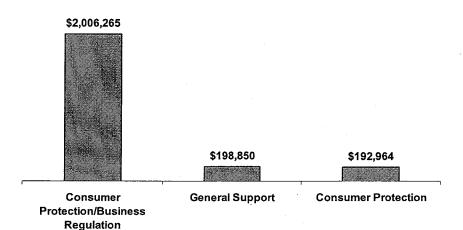
#### Department Goals

To develop, promote, and implement rational business regulation; to consider the public interest and increase the opportunity for public involvement in the regulatory process; and to ensure fairness in the conduct of administrative hearings that address decisions made by department regulators.

Significant Measures	of Effectiveness
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- 1. Percentage of complaints resolved within 90 days
- 2. Percentage of new licenses issued within 10-12 business days
- 3. Number of businesses directly affected by investigations

#### FY 2009 Supplemental Operating Budget Adjustments by Major Program



# FY 2009 Supplemental Operating Budget

FY 2009

97

95

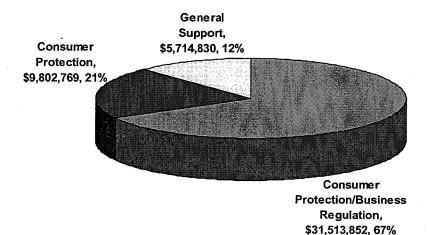
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FY 2008

97

95

2000



## Department of Commerce and Consumer Affairs (Operating Budget)

		Act 213/2007 FY 2008	Act 213/2007 FY 2009	FY 2009 Adjustments	Total FY 2009
<b>Funding Sources:</b>	Positions	392.00	392.00	6.00	398.00
Special Funds	\$	45,002,854	42,344,754	2,398,079	44,742,833
		5.00	5.00	0.00	5.00
Trust Funds		2,288,618	2,288,618	0	2,288,618
		397.00	397.00	6.00	403.00
<b>Total Requirements</b>	<del></del>	47,291,472	44,633,372	2,398,079	47,031,451

#### Highlights of the Executive Supplemental Budget Request: (general funds unless noted)

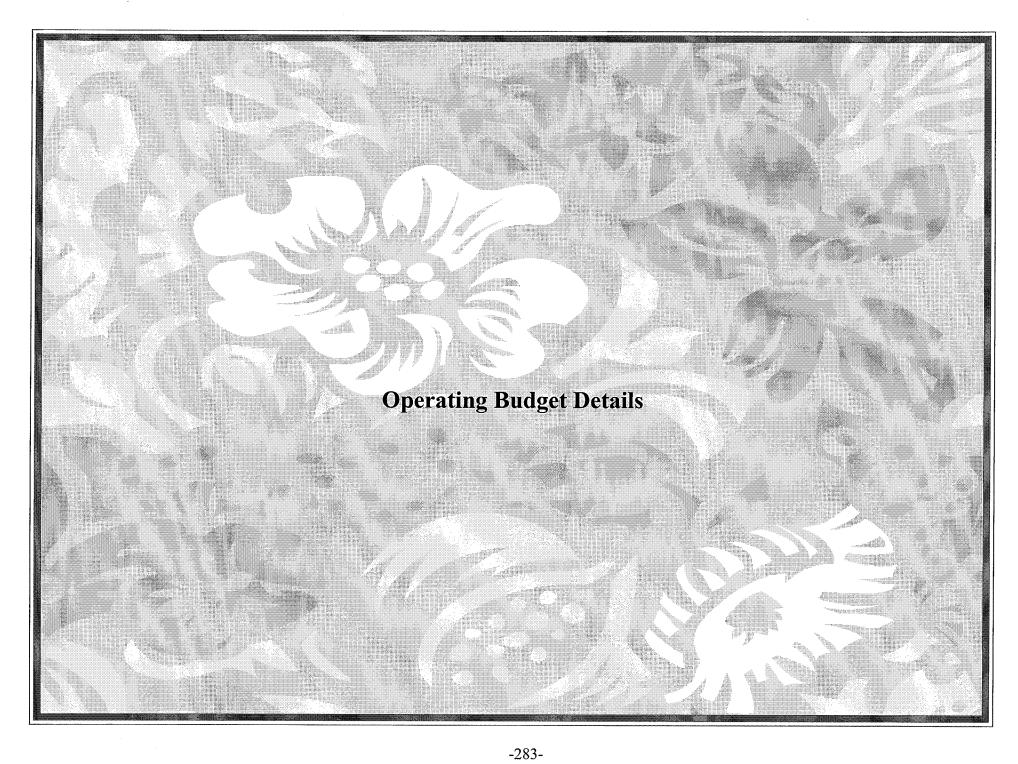
- 1. Provides 4 permanent positions and \$379,643 in special funds for the Division of Financial Institution for Money Transmitter regulation.
- 2. Provides \$178,850 in special funds for maintenance and electricity cost for the King Kalakaua Building and State Office Tower's DCCA offices.
- 3. Provides 2 temporary positions and \$128,643 in special funds for the Regulated Industries Complaints Office for additional investigators.
- 4. Provides 1 permanent position and \$91,622 in special funds for the insurance market conduct regulation.
- 5. Provides \$65,000 in special funds for the Economic Cadre Program.
- 6. Provides \$20,000 in special funds for providing language access to non-English speaking consumers.

## Department of Commerce and Consumer Affairs (Capital Improvements Budget)

	Act 213/2007 FY 2008	Act 213/2007 FY 2009	FY 2009 Adjustments	Total FY 2009
Funding Sources: General Obligation Bonds Federal Funds		<del></del>		
<b>Total Requirements</b>		0	0	0 . 0

**Highlights of the Executive Supplemental CIP Budget Request:** (general obligation bonds unless noted) None.

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PROGRAM ID:

CCA-

PROGRAM STRUCTURE NO: 10

PROGRAM TITLE:

INDIVIDUAL RIGHTS

		FY 2008		FY 2009			BIENNIUM TOTALS		
PROGRAM COSTS	CURRENT APPRN	ADJUSTMENT	RECOMMEND APPRN	CURRENT APPRN	THEMTSULGA	RECOMMEND APPRN	CURRENT BIENNIUM	RECOMMEND BIENNIUM	PERCENT CHANGE
OPERATING	.397.00*	*	397.00*	397.00*	6.00*	403.00*	*		* *
PERSONAL SERVICES	29,865,980		29,865,980	29,865,980	604,279	30,470,259	59,731,960	60,336,239	
OTH CURRENT EXPENSES	17,128,197		17,128,197	14,472,097	1,777,600	16,249,697	31,600,294	33,377,894	
TOTAL OPERATING COST 47,291,472  BY MEANS OF FINANCING	297,295		297,295	295,295	16,200	311,495	592,590	608,790	
		47,291,472	44,633,372	2,398,079	47,031,451	91,924,844	94,322,923	2.61	
	392.00*	*	392.00*	392.00*	6.00*	398.00*¦	*	*	*
SPECIAL FUND	45,002,854		45,002,854	42,344,754	2,398,079	44,742,833	87,347,608	89,745,687	
	5.00*	*	5.00*	5.00*	*	× 5.00∗	*	*	*
TRUST FUNDS	2,288,618		2,288,618	2,288,618		2,288,618	4,577,236	4,577,236	
TOTAL POSITIONS	397.00*	*	397.00*	397.00*	6.00*	403.00*			
TOTAL PROGRAM COST	47,291,472		47,291,472	44,633,372	2,398,079	47,031,451	91,924,844	94.322.923	2.61

PROGRAM ID:

CCA-104

PROGRAM STRUCTURE NO: 10010303

CURRENT

APPRN

PROGRAM TITLE:

PROGRAM COSTS

FINANCIAL INSTITUTION SERVICES

FY 2008 FY 2009 - BIENNIUM TOTALS ---RECOMMEND CURRENT RECOMMEND CURRENT RECOMMEND PERCENT ADJUSTMENT **APPRN** APPRN **ADJUSTMENT** APPRN BIENNIUM BIENNIUM CHANGE 29.00\* 29.00\* 4.00\* 33.00\* 2,253,522 2,253,522 319,693 2,573,215 4,507,044 4,826,737 324,759 324,759 43,750 368,509 649,518 693,268 16,200 16,200 16,200

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Program ID: CCA-104

Program Structure Level: 10 01 03 03

Program Title: FINANCIAL INSTITUTION SERVICES

#### A. Program Objective

To ensure the safety and soundness of state-chartered and state-licensed financial institutions by fairly administering applicable statutes and rules in order to protect the rights and funds of depositors, borrowers, consumers, and other members of the community, and to supervise escrow depositories.

#### B. Description of Request

MOF B. Authorize 2.00 FTE exempt financial institution examiners, 2.00 FTE exempt money transmitter examiners, and funds of \$379,643 for personal services, other current expense and equipment, to implement the money transmitters licensing program.

#### C. Reasons for Request

Act 153, SLH 2006, required the Division of Financial Institutions (DFI) to license money transmitters (MTs) by July 1, 2007, but did not provide any positions or funds to implement the program, in part because there were no reliable estimates of the number of MTs operating in Hawaii. DFI has begun implementing this new law using existing staff, but it has become clear, based on the number of MTs currently licensed, the issues involved in the licensure of MTs, and the type of examinations that will need to be conducted, that additional positions and funding are required to fully implement the MT licensing program without negatively affecting DFI's ability to fulfill its primary objective of ensuring the safety and soundness of state-chartered and licensed financial institutions.

DFI has currently licensed 40 MTs of which 9 are located on Oahu, 4 on the neighbor islands and 27 on the mainland and in Canada. These MTs operate from

over 1,200 locations in Hawaii. There are currently 5 authorized examiner positions in the Licensing and Regulatory Analysis Branch that process applications, renew licenses, review audited financial statements, and respond to inquiries and complaints. The authorization of another position will provide the Licensing Branch the staffing to handle the increased workload due to the MT program.

The authorization of 3 examiners will provide the Field Examination Branch with examiners to conduct periodic examinations of MTs and their authorized delegates to ensure their compliance with applicable law. There are currently 13 authorized examiner positions in the Field Examination Branch that are responsible for the examinations of financial institutions (including 8 depository institutions with over \$29 billion in total assets) and escrow depositories. The workload of the branch prior to the enactment of the MT law was already heavy, and scheduling of examinations was already difficult because of the expanding scope and complexity of the examinations due to the changes in the financial services industry and new laws, regulations and supervisory initiatives; the limited number of examiners; and the staffing requirements for the examinations.

D. Significant Changes to Measures of Effectiveness and Program Size
The licensing of MTs will impact all areas of DFI's operations including increasing
numbers of applications, inquiries, license renewals, reviews of audited financial
statements, and examinations. This impact is demonstrated by the significant 148%
increase in FY 2007 of the number of institutions, branches, and offices regulated.
With the licensing of additional MTs since FY 2007, this number is expected to
increase by another 65% in FY 2008, for a total increase of approximately 300% by
FY 2008 from FY 2006, prior to the enactment of Act 153, SLH 2006.

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PROGRAM ID:

CCA-106

PROGRAM STRUCTURE NO: 10010306

PROGRAM TITLE:

INSURANCE REGULATORY SERVICES

		FY 2008			FY 2009		BIENNIU	UM TOTALS	
PROGRAM COSTS	CURRENT APPRN	ADJUSTMENT	RECOMMEND Apprn	CURRENT APPRN	ADJUSTMENT	RECOMMEND APPRN	CURRENT BIENNIUM	RECOMMEND BIENNIUM	PERCENT Change
OPERATING PERSONAL SERVICES OTH CURRENT EXPENSES EQUIPMENT	. 80.00* 5,994,859 6,115,949 34,900	*	80.00* 5,994,859 6,115,949 34,900	80.00* 5,994,859 6,117,949 32,900	1.00* 91,622 1,470,000	81.00* 6,086,481 7,587,949 32,900	* 11,989,718 12,233,898 67,800	12,081,340 13,703,898 67,800	. *
TOTAL OPERATING COST	12,145,708		12,145,708	12,145,708	1,561,622	13,707,330	24,291,416	25,853,038	6.43
BY MEANS OF FINANCING									
SPECIAL FUND TRUST FUNDS	80.00* 11,945,708 200,000	*	80.00*  11,945,708   200,000	80.00* 11,945,708 200,000	1.00* 1,561,622	81.00*  13,507,330   200,000	23,891,416 400,000	25,453,038 400,000	*
TOTAL POSITIONS TOTAL PROGRAM COST	80.00* 12,145,708	*	80.00*  12,145,708	80.00* 12,145,708	1.00* 1,561,622	81.00*  13,707,330	24,291,416	25,853,038	6.43

Program ID: CCA-106

Program Structure Level: 10 01 03 06

Program Title:

INSURANCE REGULATORY SERVICES

#### A. Program Objective

To ensure that consumers are provided with insurance services meeting acceptable standards of quality, equity, and dependability at fair rates by establishing and enforcing appropriate standards and fairly administering the Insurance Code.

#### **B.** Description of Request

- 1. MOF B. Increase the Compliance Resolution Fund base by \$1,115,000 for personal services on fee basis.
- 2. MOF B. Increase base appropriation of the Captive Insurance Administrative Fund by \$355,000 for personal services on fee basis.
- 3. MOF B. Add (1.0) permanent exempt Insurance Examiner II position and funds.

#### C. Reasons for Request

- 1. The request is due to:
  - a. New examination approach recommended by the National Association of Insurance Commissioners (NAIC), the requirements of the Sarbanes-Oxley Act of 2002 (SOX), and higher than anticipated chargeable rates by contracted examiners contribute to the unanticipated increase in examination contractual costs. The Insurance Code requires that insurers be examined, and the contracted examiners are needed to complete the examinations in the required time-frame. The examination contractual costs are recovered through fees collected from the insurers for the actual examination costs.
  - b. Act 175, SLH 2007 (Act 175), re-established health insurance rate regulation effective January 1, 2008. Act 175 requires managed care plans to submit rate filings for approval and prohibits health insurance rates that are

- excessive, inadequate, or unfairly discriminatory. The Hawaii Insurance Division (HID) does not have a health actuary to assist the HID in implementing health rate regulation pursuant to Act 175. Contracting an actuary is essential to effective health insurance rate oversight.
- c. Unforeseen need for computer consultants to assist (i) the HID in continued implementation of interfaces with the NAIC databases to help improve efficiency and creates uniformity between states and (ii) the HID's Insurance Fraud Investigations Branch with extracting and analyzing data from various electronic medical billing files.
- 2. New examination approach recommended by the NAIC, the requirements of the SOX, and higher than anticipated chargeable rates by contracted examiners contribute to the unanticipated increase in examination contractual costs. The Insurance Code requires that insurers be examined, and the contracted examiners are needed to complete the examinations in the required time-frame. The examination contractual costs are recovered through fees collected from the insurers for the actual examination costs.
- 3. Act 227, SLH 2007 (Act 227), directs the HID to develop a baseline understanding of the marketplace using market analysis. In addition, it creates a process for the HID's market conduct actions, as well as interstate collaboration regarding nationally significant market concerns. Without an insurance examiner position to conduct and coordinate the market conduct examinations, the HID will not have the resources to meet the directives of Act 227.
- D. Significant Changes to Measures of Effectiveness and Program Size None.

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PROGRAM ID:

CCA-110

PROGRAM STRUCTURE NO: 10010401

PROGRAM TITLE:

OFFICE OF CONSUMER PROTECTION

PROGRAM COSTS	CURRENT APPRN	ADJUSTMENT	RECOMMEND APPRN	CURRENT APPRN	ADJUSTMENT	RECOMMEND APPRN	CURRENT BIENNIUM	UM TOTALS RECOMMEND BIENNIUM	PERCENT CHANGE
OPERATING PERSONAL SERVICES OTH CURRENT EXPENSES	16.00* 1,398,374 252,591	,	* 16.00* 1,398,374 252,591	16.00* 1,398,374 252,591	1.00* 64,321	17.00* 1,462,695 252,591	2,796,748 505,182	2,861,069 505,182	*
TOTAL OPERATING COST	1,650,965		1,650,965	1,650,965	64,321	1,715,286	3,301,930	3,366,251	1.95
BY MEANS OF FINANCING									
SPECIAL FUND TRUST FUNDS	16.00* 1,600,284 50,681	k	* 16.00* 1,600,284 50,681	16.00* 1,600,284 50,681	1.00* 64,321	17.00*  1,664,605   50,681	3,200,568 101,362	3,264,889 101,362	*
TOTAL POSITIONS TOTAL PROGRAM COST	16.00* 1,650,965	**************************************	* 16.00*  1,650,965   ============	16.00* 1,650,965	1.00* 64,321	17.00*  1,715,286	3,301,930	3,366,251	1.95

Program ID: CCA-110

Program Structure Level: 10 01 04 01

Program Title: OFFICE OF CONSUMER PROTECTION

#### A. Program Objective

To protect the public interest by investigating alleged violations of consumer protection laws, taking legal action to stop unfair or deceptive trade practices in the marketplace, and assisting in educating the public and businesses concerning their respective legal rights and obligations in the marketplace.

#### B. Description of Request

MOF B. Authorize 1.00 FTE OCP Intake Investigator for the Oahu office and raise the ceiling by \$64,321 to fund the position.

#### C. Reasons for Request

One of the core functions of the Office of Consumer Protection (OCP) is providing information to consumers regarding their rights and responsibilities as landlords and tenants. OCP investigators provide this valuable service to approximately 10,000 consumers each year. Each workday may yield more than twenty inquiries. There are occasions in which OCP investigators have had to work additional hours to make up for the time lost due to their time spent in the landlord tenant center. Recently it has become apparent that in order to adequately meet the demands of this service, it is necessary to retain the services of another investigator.

The new investigator will devote at least five hours per day to the operations of the landlord tenant center and insure that all telephone inquiries receive a response on the same day. Current resources make it extremely difficult to satisfy this demand. Also the new investigator will relieve the current investigative staff from a great deal of their workload. One of the main objectives for enlisting the assistance of an

additional investigator is to alleviate the demands that the landlord tenant center imposes on the work of OCP's investigators who are being diverted from their primary responsibility of investigating unfair or deceptive trade practices. Another investigator will free up at least 20% of the resources for general investigation that is now devoted to the landlord tenant function of OCP. On some occasions OCP's investigations of alleged unfair or deceptive trade practices have had to be delayed in order to address the needs of the hotline. Authorization of this investigator position will help to address the needs of callers to the hotline and will also provide additional resources to the division to help it fulfill its primary function of investigating unfair or deceptive trade practices.

### D. Significant Changes to Measures of Effectiveness and Program Size None.

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PROGRAM ID:

CCA-111

PROGRAM TITLE:.

PROGRAM STRUCTURE NO: 10010403

BUSINESS REGISTRATION & SECURITIES REGULATN

PROGRAM COSTS	CURRENT APPRN	FY 2008 ADJUSTMENT	RECOMMEND APPRN	CURRENT APPRN	FY 2009 ADJUSTMENT	RECOMMEND APPRN	CURRENT BIENNIUM	JM TOTALS RECOMMEND BIENNIUM	PERCENT CHANGE
OPERATING PERSONAL SERVICES OTH CURRENT EXPENSES EQUIPMENT	75.00* 4,917,227 1,517,555 5,425	*	75.00* 4,917,227 1,517,555 5,425	75.00* 4,917,227 1,517,555 5,425	* 65,000	75.00* 4,917,227 1,582,555 5,425	* 9,834,454 3,035,110 10,850	9,834,454 3,100,110 10,850	*
TOTAL OPERATING COST	6,440,207	######################################	6,440,207	6,440,207	65,000	6,505,207	12,880,414	12,945,414	.50
BY MEANS OF FINANCING SPECIAL FUND	75.00* 6,440,207	*	75.00*  6,440,207	75.00* 6,440,207	* 65,000	75.00*  6,505,207	* 12,880,414	* 12,945,414	*
TOTAL POSITIONS TOTAL PROGRAM COST	75.00* 6,440,207	*	75.00*    6,440,207 	75.00* 6,440,207	* 65,000	75.00*  6,505,207   ==========	12,880,414	12,945,414	.50

Program ID: CCA-111

Program Structure Level: 10 01 04 03

Program Title: BUSINESS REGISTRATION AND SECURITIES REGULATION

#### A. Program Objective

To ensure that business registration information is fully and accurately maintained regarding the officers and general organization of businesses by providing for the registration of corporations, partnerships, limited liability companies, trade names, trademarks, and service mark, and to ensure compliance with and enforcement of securities-related statutes as well as other statutes administered by the Business Registration Division.

#### **B.** Description of Request

MOF B. Add funds of \$65,000 to support the Economic Cadre program.

#### C. Reasons for Request

We are requesting a budget supplement increase of \$65,000 to support a new economic education program called Economic Cadre. This is part of our investor education program to promote financial literacy for students. The program is meant to increase economic education for students throughout the State by training select teachers to promote and advocate the integration of economics throughout the school community – integrating economics into any class subject, extra curricular activities and the community at large. It provides training workshops, curriculum for the teachers to implement in classes, online support and mentorship. The program is a two year program expected to increase economic literacy of an estimated 1,200 students. The increase in budget is only requested for the second year of the program.

**D.** Significant Changes to Measures of Effectiveness and Program Size There are no significant changes to measures of effectiveness.

CCA-112

PROGRAM STRUCTURE NO: .
PROGRAM TITLE: ]

PROGRAM ID:

PROGRAM STRUCTURE NO: 10010404

REGULATED INDUSTRIES COMPLAINTS OFFICE

PROGRAM COSTS	CURRENT APPRN	FY 2008	RECOMMEND APPRN	CURRENT APPRN	FY 2009	RECOMMEND APPRN	CURRENT BIENNIUM	UM TOTALS RECOMMEND BIENNIUM	PERCENT CHANGE
OPERATING PERSONAL SERVICES OTH CURRENT EXPENSES	65.00* 4,416,988 836,059	*	65.00* 4,416,988 836,059	65.00* 4,416,988 836,059	* 128,643	65.00* 4,545,631 836,059	* 8,833,976 1,672,118	8,962,619 1,672,118	*
TOTAL OPERATING COST	5,253,047		5,253,047	5,253,047	128,643	5,381,690	10,506,094	10,634,737	1.22
BY MEANS OF FINANCING									
SPECIAL FUND	65.00* 5,253,047	*	65.00* 5,253,047	65.00* 5,253,047	* 128,643	65.00* 5,381,690	* 10,506,094	10,634,737	*
TOTAL POSITIONS TOTAL PROGRAM COST	65.00* 5,253,047	*	65.00*  5,253,047	65.00* 5,253,047	. 128,643	65.00*  5,381,690	10,506,094	10,634,737	1.22

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Program ID: CCA-112

Program Structure Level: 10 01 04 04

Program Title: REGULATED INDUSTRIES COMPLAINTS OFFICE

#### A. Program Objective

To assist the general public by providing consumer education outreach activities, investigating complaints from the public and enforcing the licensing laws.

#### B. Description of Request

MOF B. Authorize 1.00 FTE investigator (temporary position) for the Kona office, 1.00 FTE investigator (temporary position) for the Honolulu office and adjust budget ceiling by 128,643 to accommodate the additional positions.

#### C. Reasons for Request

Caseloads have been exceeded staff capability for many years and the program has explored and implemented a number of initiatives (e.g. reallocation of cases to Honolulu, payment of overtime) to minimize backlogs on this island. However, caseloads for the entire program continue to rise in volume and complexity such that current measures being used to address caseloads are no longer adequate. The Kona office currently houses 2 investigators and 1 clerical worker. After a very focused initiative to address case volume by relocating a number of cases to Honolulu the two investigators now have around 115 cases total, but the volume and complexity of cases inhibits the investigators' ability to spend time quickly responding to tips of possible violations and makes it difficult for the investigators to spend time on proactive measures such as unlicensed contractor sweeps and stings. This office is responsible for a large geographic area on the Big Island and investigators must conduct its site inspections in pairs for safety reasons due to the isolated nature of many of the site locations.

The Honolulu investigator position would be used primarily to increase the branch's ability to conduct proactive spot checks and investigations relating to unlicensed activity. Although most of the unlicensed activity investigations would occur on Oahu, the investigator would be tasked with participating in unlicensed activity investigations on the neighbor islands as well, either in response to specific tips or as part of larger island sweeps, and in collaboration with neighbor island investigators or independently.

**D.** Significant Changes to Measures of Effectiveness and Program Size None.

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PROGRAM ID:

CCA-191

PROGRAM STRUCTURE NO: 100105

PROGRAM TITLE:

GENERAL SUPPORT

		FY 2008	.		FY 2009	<del></del>	BIENNIUM TOTALS		
PROGRAM COSTS	CURRENT Apprn	ADJUSTMENT	RECOMMEND APPRN	CURRENT . Apprn	ADJUSTMENT	RECOMMEND APPRN	CURRENT BIENNIUM	RECOMMEND BIENNIUM	PERCENT CHANGE
OPERATING PERSONAL SERVICES OTH CURRENT EXPENSES EQUIPMENT	45.00* 3,939,964 1,339,146 236,970	*	45.00* 3,939,964 1,339,146 236,970	45.00* 3,939,964 1,339,046 236,970	198,850	45.00* 3,939,964 1,537,896 236,970	* 7,879,928 2,678,192 473,940	* 7,879,928 2,877,042 473,940	*
TOTAL OPERATING COST	5,516,080		5,516,080	5,515,980	198,850	5,714,830	11,032,060	11,230,910	1.80
BY MEANS OF FINANCING									
SPECIAL FUND	45.00* 5,516,080	*	45.00*  5,516,080	45.00* 5,515,980	* 198,850	45.00* 5,714,830	* 11,032,060	* 11,230,910	*
TOTAL POSITIONS TOTAL PROGRAM COST	45.00* 5,516,080	*	45.00*  5,516,080   ====================================	45.00* 5,515,980	* 198,850	45.00* 5,714,830	11,032,060	11,230,910	1.80

Program ID: CCA-191

Program Structure Level: 10 01 05 Program Title: GENERAL SUPPORT

#### A. Program Objective

To uphold fairness and public confidence in the marketplace, promote sound consumer practices, and increase knowledge, opportunity, and justice in our community by enhancing program effectiveness and efficiency.

#### B. Description of Request

- (1) MOF B. Add funds of \$20,000 for language access.
- (2) MOF B. Add funds of \$178,850 for building electricity and maintenance costs.

#### C. Reasons for Request

(1) This request will help enable the Department to comply with the Language Access Law (Part II of Chapter 371, Hawaii Revised statutes), which was enacted by way of Act 290, Session Laws of Hawaii 2006. The Language Access law requires State agencies to take reasonable steps to ensure meaningful access to services, programs, and activities by limited English proficient persons through the notice and provision of oral or written language. The Language Access law requires State agencies to provide: (1) competent, timely oral language services to LEP persons who seek to access services, programs, or activities; and (2) written translations of vital documents to LEP persons who seek access to services, programs, or activities. The Department will have to contract for oral language services and written translation services.

- (2) This request adds funds to cover estimated repair and maintenance and electricity cost in FY 09. The Department of Accounting and General Services estimates for building maintenance support services for the King David Kalakaua Building (KKB) and the 8<sup>th</sup> and 9<sup>th</sup> floors of the Leiopapa A Kamehameha (State Office Tower) Building will increase by approximately \$160,500 in FY09. In addition, electricity costs for KKB will increase by \$18,350 in FY 09.
- D. Significant Changes to Measures of Effectiveness and Program Size None.

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